

Interview Tips

- Do your homework! Research the company, the field and the people you will be interviewing with. Be prepared!
- Dress to the same level of professionalism as the job
- Use the interviewer's name at least once during the interview
- Give a firm handshake, smile, and make eye contact
- Use good volume and a pleasant voice tone and be sure facial expressions, mannerisms, and movements are appropriate
- Maintain good posture
- Exhibit self-confidence by being well-prepared and practicing for the interview
- Be prepared to give short and specific examples of when you used any of the skills listed in the job description
- Give skill statements using the STAR technique (think story) SEE BACK FOR EXAMPLE
- Have several questions ready about the job or company to ask the interviewer
- Thank the interviewer and express an interest in the job
- Ask for the next step – "When do you expect you'll be making a decision?"
- Ask for a business card
- Give a handshake at the end
- Follow up with a written thank you
- DO NOT ask about salary or benefits until you been offered the job



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STAR Interviewing Technique

S=Situation (Provide detailed background. Provide a context. Where? When?)



T=Task (Describe the challenge and expectations. What needed to be done? Why?)

A=Action (Elaborate on your specific action. What did you do? How? What tools did you use?)

R=Results (Explain the results: accomplishments, recognitions, savings, etc. Quantify results if possible.)

Example:

Situation: "A customer called up complaining that she'd waited more than two weeks for a reply from our sales team regarding a product order."

Task: "I needed to address the client's immediate concern and find out what happened to her order."

Action: "I apologized, got the details and passed them to our head salesperson, who contacted the client within the hour. I investigated why the order hadn't been answered. I discovered that it was a combination of a wrong phone number and a generic email address that wasn't being checked. I let the client know and we offered a goodwill discount on her next order."

Result: "The client not only continued to order from us but posted a positive customer service tweet."

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